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To: U.S. Patent and Trademark Office - From: Christian R. Andersen
 Examiner: G. GAUTHIER
 Group Art Unit: 2645 Sr. Paralegal – Intellectual Property

Fax:	703-872-9306	Pages with Cover:	14
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FORMAL SUBMISSION OF:

- 1) Transmittal Form; and 2) Amendment After Final Action

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING EVENTS IN CALLS HANDLED BY AN AUTOMATED RESPONSE SYSTEM
 Serial No. 10/690,549/0090 - 546
 Filing Date: March 4, 2002
 First Named Inventor: Katherine GODFREY
 Atty. No. 01-4004D

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.

Christian R. Andersen

Date of Transmission: April 28, 2004

#1742 v1

Amendment Under 37 C.F.R. § 1.116
Group Art Unit 2645, Expedited Procedure

In re Application of:

Docket No. 01-4004D

KATHERINE GODFREY ET AL.
 Application No: 10/090,546

Customer No.: 32127
 Examiner: Gauthier, Gerald

Filed: March 4 2002

Group Art Unit: 2645

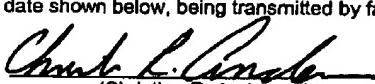
For: APPARATUS AND METHOD FOR VISUALLY
 REPRESENTING EVENTS IN CALLS HANDLED
 BY AN AUTOMATED RESPONSE SYSTEM

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9306.

Dated: April 28, 2004

Signature:



(Christian R. Andersen)

Mail Stop AF
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

No additional fee is required.

The fee has been calculated as shown below

CLAIMS AS AMENDED						
	(2) CLAIMS REMAINING AFTER AMENDMENT		(4) HIGHEST NO. PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	* 16	MINUS	** 16	0	\$9 \$18	\$00
INDEP. CLAIMS	* 4	MINUS	*** 4	0	x \$43 \$86	\$00
Fee for Multiple Dependent claims \$145°/\$290						\$-0-
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT---						\$00

- * If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
 - ** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
 - *** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.
- Verified Statement claiming small entity status is enclosed, if not filed previously.
- A check in the amount of \$ _____ .00 is enclosed.
- Charge \$ _____ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2339 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- A check in the amount of \$ _____ to cover the fee for a _____ month extension is enclosed.
- A check in the amount of \$ _____ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,



Joel Wall
Reg. No. 25,648

Date: April 28, 2004

c/o Christian R. Andersen
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NY_MAIN 419071_1.DOC

U.S. Appln. No. 10/090,546
Atty. Docket No. 01-4004D

Amendment Under 37 C.F.R. § 1.116
Group Art Unit 2645, Expedited Procedure

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of:)	Examiner: Gauthier, Gerald
KATHERINE GODFREY ET AL.	:	Group Art Unit: 2645
Application No.: 10/090,546)	Customer No.: 32127
Filed: March 4, 2002)	
For: APPARATUS AND METHOD)	
FOR VISUALLY	:	
REPRESENTING EVENTS IN)	
CALLS HANDLED BY AN)	
AUTOMATED RESPONSE)	
SYSTEM	:	

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Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL ACTION

Sir:

In response to the Office Action dated February 17, 2004, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 7.